

Important Things to Remember:

- Print the Query Control Form from IFW and complete the "Response" section at the bottom of the form. If this is not done, PUBs will not receive notification that it has been resolved.
- Take the action folder to your LIE if there are outgoing documents or if a PALM transaction is needed.
- Deliver the action folder to Betty Kaminsky after you and your LIE have completed all required work.
- Do NOT send a message to PUBs to notify them that the query is completed. PUBs is notified of completion of the query by auto-messaging when the initialed query control form is scanned as XRUSH.

Following these few simple steps will help PUBs resolve queries efficiently and avoid unnecessary returns of queries to the TC.

Thanks!!

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